

FORM NL-41 GREIVANCE DISPOSALInsurer: **Bajaj Allianz General Insurance Co. Ltd.****October'10-December'10***(Rs in Lakhs)*
GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	1	37	38			0
b)	Policy Administration Related	55	1966	1989			32
c)	Insurance Policy Coverage related	1	4	5			0
d)	Claims related	19	628	628			19
e)	others	9	263	268			4
d)	Total Number	85	2898	2928			55

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	53		53
b)	Greater than 15 days	2		2
	Total Number	55	0	55

* Opening balance should tally with the closing balance of the previous financial year.